

Supplement

Alaska ♦ Idaho ♦ Montana ♦ Oregon ♦ Washington

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Join HLIB-NW

The Internet discussion list for
anyone with an interest in
health sciences libraries in the
Pacific Northwest

To subscribe,
send a message to:

listproc@u.washington.edu

The body of the message should
include (all on one line):

**subscribe hlib-nw first-name
last-name**

Last Paper Supplement

The issue of the *Supplement* you are holding may be the last to be published primarily on paper. We are going to try an experiment. Although the newsletter tradition is time-honored, there is little evidence to indicate that this one is particularly well-read, and some evidence to indicate that it is not. (We suspect that is not all that unusual.) Recent statistics show that all of the librarians and well over half of the rest of our readership have Internet access. With use of the World Wide Web increasing quickly, we will take the risk of issuing our newsletter electronically. Our plan is this:

- Each article will be "published" separately as a message to a distribution list. (All subscribers to the HLIB-NW list will be automatically included.)
- Once a quarter, articles for that quarter will be compiled at our Web site. We'll make an e-mail announcement when the compilation is ready.
- Also once a quarter, the Web version will be printed out and mailed only to those people who do not have e-mail or Web access and have specifically requested a paper copy. (See page 8 to request a paper copy.) In addition, give us a call and we'll gladly provide you with tips on getting connected to the Internet!

At the Pacific Northwest Chapter/Medical Library Association meeting in Whitefish, MT in October, we surveyed attendees and found that most would prefer to receive the *Supplement* electronically. For the RML, there are some advantages to publishing electronically; most obvious are savings in printing and postage. Less obvious, perhaps, is the opportunity to try a new way of doing something; in this case, experimenting with a new, possibly more effective way to communicate. We'll see how it works. Part of that will depend on you—readers of all media—letting us know what you think. And, if it doesn't seem to be working, we'll think of something else, and ask you for ideas of how to make it better.

See page 8 to sign up 1) to receive the *Supplement* electronically if you are not a HLIB-NW subscriber, or 2) to receive a paper version of the *Supplement* by mail if you do not have access to the Internet.

Delivering Full-Text Articles to Desktops - One Library's Approach

Jean P. Shipman, Associate Director, Health Sciences Libraries & Information Center, University of Washington

Full-text information - that's what our readers indicated was their number one need according to a recent survey. To meet this need, the University of Washington Health Sciences Libraries & Information Center is pilot testing the delivery of Adobe portable document formatted (pdf) full-text articles to users' desktops.

Our goal was to deliver documents quickly, while maintaining optimal image resolutions and non-corrupted data. We wanted to employ systems already known to our users (such as the Pine e-mail program, the Netscape Navigator web browser) and to incorporate industry-standard programs whenever possible. We also wanted the delivery method to be independent of computer platform since about 40% of our users have Macintosh computers and 50% Windows computers. We have several Unix computers on campus as well.

For our first test of delivering articles we used a regular black & white scanner, a Windows computer, and the Adobe Acrobat Capture software. The Capture software was used to scan the articles into the pdf format. Once scanned, requested articles were attached to Pine e-mail messages sent directly to users' e-mail mailboxes. Pine is a MIME-compliant e-mail

program. Using an ftp program, the user had to detach the message and bring it down to the hard drive. The user also had to download the Adobe Acrobat Reader freeware program from the Adobe web page to the hard drive in order to view and print the attached scanned article. Since the Adobe Reader program is free and is becoming an industry standard for electronic journals as well as other full-text programs, this program matched our method criteria.

The Adobe Capture software permits many types of scanning, including a scan of every word of text, and thus creates a final text-editable file. Another popular scanning method is to create an image of the printed page which takes less scanning time but more time when printing. For our pilot test, we used the image file technique and found the scanning time to be around one minute per page. Both methods use a considerable amount of disk space and make a large e-mail file.

Our second test phase uses the Netscape software as a method for retrieving scanned articles. We again use the Adobe Acrobat Capture software to create image files, but this time the files are saved on a Library server. Users are automatically sent an e-mail which provides a claim number, the URL for the server home page, and a copyright notice message. Users then use their Netscape software, with Adobe Acrobat Reader software installed as a helper application, to retrieve the server home page. This page can be bookmarked and referred to time and time again. The user enters his/her claim number on a form on this home page to retrieve the full-text article. Once retrieved, the file is cleared from the server. If the file is not retrieved within two weeks, it is automatically removed by the program. Scanning times were roughly the same as that required for the e-mail attachment method. We are working with the Canon company to develop a photocopier that will automatically create pdf files. Use of a test photocopier has cut the scanning time in half.

Our users are pleased with the results of our pilot test and are eager for this delivery method to be offered as a regular delivery method for our document services. We are also pleased with the quality of the documents and their image resolution. If you have any questions about our pilot test, please contact Jean Shipman at 206-543-7497 or jean@u.washington.edu

NATIONAL NETWORK/LIBRARIES OF MEDICINE PACIFIC NORTHWEST REGION

WWW: <http://www.nnlm.nlm.nih.gov/pnr/>

Regional Medical Library (RML)
University of Washington, Box 357155, Seattle, WA 98195-7155
Toll-Free Telephone: 800-338-7657
Telephone: 206-543-8262, FAX: 206-543-2469
OnTyme Code: UWHSL/RML
Internet: nnlm@u.washington.edu, or user name given in parentheses after the name of each staff person;
all are available by typing username@u.washington.edu

Sherrilynne S. Fuller, Director (sfuller)
Neil Rambo, Associate Director (nrambo)
Maryanne Blake, Outreach Services Coordinator (blakema)
Linda Milgrom, Regional Development Coordinator (lmilgrom)
Nancy Press, Resource Sharing Coordinator (pressno)
Roberta Allen, Program Coordinator (rallen)
Willie Bodger, Computer Support Analyst (willieb)
Michael Boer, Systems Coordinator (boerm)

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Nancy Press, Editor Michael Boer, Publication Manager

RML User Survey

Neil Rambo

At this fall's Pacific Northwest Chapter MLA meeting we took advantage of a somewhat captive audience (those who attended the RML Breakfast session, which might be all of those who hadn't yet been lured away by the wonders of Glacier National Park) and sprung a user survey on them. Disregarding selection and response bias and other niceties of survey research we twisted a few arms and, lo and behold, got a 100% response rate. Following are a few of the highlights. There were 50 responses in all.

Computer platform

Pentium	42%
486	30%
Macintosh	14%
386	6%
Other (Unix, etc.)	8%

Connection speed

Direct (Ethernet)	60%
28.8 K bps	26%
14.4 K bps	10%
9600 bps	4%
2400 bps	0%

It is obvious from these responses that we were not surveying a typical cross-section of PNC/MLA members. From the large number of respondents reporting a direct Internet connection we assume that most of these are from the larger institutions in the region; those most likely to have high speed access. Even so, it was a surprise to us that 86% have access of 28.8 K bps or faster. Although not representative of members from smaller and less well-off institutions (We don't know how unrepresentative it is though.), this is still a sizable block of PNC/MLA members.

Newsletter

72% reported that the *Supplement* is very important/important/somewhat important to their work. 76% say they keep back issues of the *Supplement*. (I would like to ask the 4% hidden in that 76% why they keep back issues if they don't find the newsletter useful.)

There is the following spread of interest among the types of articles the respondents find most useful to them:

Web and Internet	86%
New technology	66%
Calendar/events	66%
NLM news/ services	44%
Grant information	40%
Document delivery	40%

56% said *Supplement* articles would be more useful to them if they were distributed by e-mail (on the regional electronic discussion list). 22% disagreed. Evidently, the remaining 22% had to think about it some more.

We asked if people had suggestions for a new name for the *Supplement*. There were a few interesting possibilities but no one clear candidate emerged. A few asked why we would change the name. One respondent said we needed a flashier name, but would have to think more about this. We haven't heard back from her/him yet...

Outreach

We asked how many provided service to unaffiliated health professionals and/or consumers: 36% do everyday, 32% frequently, 26% occasionally; only 4% don't. Lack of time, staff, and funding are the main barriers to doing more outreach. When asked what the RML could do to help alleviate the barriers, most of the responses cited making funding available for outreach and continuing to provide training and support (in the form of customizable PowerPoint files retrievable by FTP, for example).

If you were not one of the 50 respondents and you too would like to tell us what you think (as well as what baud rate you communicate at, and other fascinating bits), then e-mail me and I'll send you an electronic copy of the survey. We'll trust you not to stuff the ballot box.

Why change the Regional Advisory Committee (RAC)?

This is somewhat like asking "why upset the apple cart?" especially when it has done a good job delivering the apples. This is one interpretation of what the Pacific Northwest RAC discussed at the October meeting held on the heels of the PNC/MLA annual meeting in Whitefish, MT in October. In addition to a general discussion of program plans and activities, the RAC also focused on plans for the then-just-recently announced contract enhancement project – "Planning and evaluating information outreach among minority communities: model development based on Native Americans in the Pacific Northwest." [There will be much more about this important project in future issues.]

Members discussed a staff-initiated plan to restructure the RAC. The plan is loosely based on a premise of broadening the scope of the advisory body while staying within the limits prescribed in the RML contract (both numbers of people and funding). But the broadening and increased flexibility come at the expense of the frequency of face-to-face meetings with a set and known group of people. Many good questions were raised about how this restructuring would affect the ability of members to provide substantive advice to the RML.

While acknowledging this, we feel that the advisory structure presents an opportunity to establish ongoing contact with (and input from) a host of potential allies and proponents among health professional associations. At the same time, we also feel we need to do more to reach out to academic libraries in our region which play a significant role in supporting various health professional communities.

We have done a better job in the past of listening to individual health professionals and to librarians in the hospital or clinic setting. Our intent is to continue that as much as we can and add the other voices mentioned. The trick, of course, is reaching a balance and a dynamic that enables the RAC to do as good a job as it has always done.

This discussion is continuing by way of a newly-created RAC electronic discussion list. A spring meeting is planned in Seattle with the intent that a structure and format will be worked out by then.

Revised Online Regional Directory

We are pleased to announce a complete revision of the online edition of the Directory of Health Sciences Libraries in the Pacific Northwest Region <<http://www.nlm.nlm.nih.gov/pnr/dir/>>.

The new online directory consists of a set of database queries that are activated whenever someone requests one of them. The information you get online will always be based on the latest copy of our database.

Several queries are available. You can find libraries by selecting a state (or province). You can further limit your selection to a particular city. The format of the online listing is equivalent to the format we use for our printed directory, and now includes information about DOCLINE Routing Table policies as well as SERHOLD titles. You can also search for individuals by name or download a complete list that includes phone numbers and e-mail addresses.

Other specialized queries include:

Directory of Health Sciences Libraries — the whole directory: (about 250kb)

DOCLINE Libraries Report (about 30kb)

LIBID Index (about 30kb)

SERHOLD Index (about 30kb)

This new structure also allows us to begin to experiment with online updating of our database. Eventually, we hope to eliminate the need to send paper copies of our annual survey. If you would like to participate in this experiment, please contact Michael Boer (boerm@u.washington.edu).

'Net News

Maryanne Blake and Linda Milgrom

"Pecunia non olet". What does it mean, who said it and what are the circumstances leading to this quote? The next time someone comes up with one of those questions the Internet should be one of the first places you go to seek an answer. When you need to answer a general reference question, not just health-related questions, but questions about hotels in Istanbul, legislators' addresses, today's weather in Chicago, or the correct format for quoting a newspaper article, you now have the tool to answer these. The Internet. Here is a general reference collection literally at your fingertips, especially when you may not have one on your shelves.

What kinds of tools are out there on the Net?

Dictionaries, encyclopedias, and writing aids - including multi-language, American Sign Language and special interest dictionaries, thesauri, acronym and abbreviation guides, almanacs, style manuals, and quotations sources from Dilbert and movies to Vespasian and the Bible.

Directories - yellow pages, white pages, phone directories from governmental agencies, universities, businesses and organizations worldwide.

Government resources - city, county, state, federal, and international government information, as well as international agencies, provide you with a wealth of resources. You will find text of bills, laws, regulations, historical documents like our Constitution, census data and other government statistics, directories, tax information.

News and current information - links to current news items, sports, entertainment, travel, stock market and business information.

General items - weather, clocks and time, flags, maps and gazetteers, zip codes and postal information, automobile buyers guides, weights and measures, standards, currency converters, scientific calculators, patents, etiquette.

Some libraries in the Pacific Northwest have created links to these general reference sources from their home pages. This provides a launching pad for World

Wide Web exploration for the library's patrons. Libraries can customize these lists of resources to reflect local needs and peculiarities. Here are a few good examples:

Albertson Library, Boise State University, Boise, ID (a labor of love from a reference librarian)
<http://www.idbsu.edu/carol/refdsk.htm>

Health Links, University of Washington Health Sciences Center, Seattle, WA
<http://www.hslib.washington.edu/search/>

Horton Health Sciences Library, Providence Medical Center, Seattle, WA
<http://www.provps.org/library/general.htm>

Renne Library, Montana State University, Bozeman, MT
<http://www.lib.montana.edu/reference.html>

Multnomah County Public Library, Portland, OR
<http://www.multnomah.lib.or.us/lib/ref/quick.html>

SLED: Statewide Library Electronic Doorway, Alaska State Library and the University of Alaska Fairbanks
<http://sled.alaska.edu/General.html>

VA Medical Center Library, Portland, OR
<http://www.teleport.com/~brayson/general.htm>

Other good reference pages to visit are:

Martindales Virtual Reference Desk
<http://www-sci.lib.uci.edu/~martindale/Ref.html>

Yahoo Reference Section
<http://www.yahoo.com/Reference/>

Resource Sharing Committee

The NN/LM Resource Sharing Committee was reconstituted with the start of the new 1996-2001 Regional Medical Library Contract. The new Committee met for the first time on October 9 in conjunction with the Pacific Northwest Chapter/Medical Library Association Annual Meeting in Whitefish, MT.

Committee members are chosen by each state or provincial health sciences library group. Also on the Committee are representatives of the Resource Libraries and the NN/LM. The current membership includes: Cindy Cunningham (OR and OHSU), Linda Einblau (BC), Nancy Griffin (ID), Wendy Hunt (BC alternate), Kathleen McCrory (WA), Nancy Press (NN/LM), Jean Shipman (UW), Doreen Smith (AK), Lea Starr (AB), and Gail Wilkerson (MT).

The Resource Sharing Committee is charged with providing advice to the RML on resource sharing topics of concern to health libraries, that ultimately affect service to health professionals in the Pacific Northwest. Such topics include, but are not limited to DOCLINE, SERHOLD, DOCUSER, Loansome Doc, and other cooperative efforts.

Activities of the committee usually include: providing communication between the state or provincial group and the RML throughout the year by mail or e-mail; meeting once a year in conjunction with the PNC/MLA annual meeting to think about the future; reviewing regional resource sharing policy (such as routing table placement); and checking DOCLINE statistics for problems and trends.

Grants Workshop in April

It isn't really alchemy, turning your penciled words into gilded dollars. Come to our new workshop on NLM funding opportunities and learn to turn your project ideas into competitive applications. Frances Johnson, Extramural Programs Officer at NLM, and Linda Milgrom from the RML will offer this new half-day workshop April 16 in Seattle and April 18 in Portland (co-sponsored by OHSLA). PNC/MLA is also a co-sponsor. Details will be publicized in the new, electronic Supplement and on HLIB-NW.

SERHOLD on the Web

Everything you need to update your SERHOLD data is now available on the Web.

A link to an ftp file of your holdings

A link to NLM's Locator database to get SERLINE unique identifiers

A Web form to use in updating

A link to NLM's form to complete for titles that aren't in SERLINE

The instructions--complete with links--are available at:
<http://www.nlm.nih.gov/pnr/etc/serhups.html>

We encourage you to make changes any time your holdings change. You may update in any number of ways: use the Web form, use the e-mail form, request a paper form, or simply mark up a paper copy of your library's SERHOLD listing. Paper listings will be sent out in January to libraries that did not sign up for the ftp lists.

Regional Calendar

January 13-14, 1997	Fundamentals of MEDLARS Searching, Seattle, WA.*
January 24, 1997	<i>Online Northwest 1997</i> conference sponsored by the Interinstitutional Library Council, Oregon State System of Higher Education. Portland, OR. Contact Jeanne Davidson, <davidsoj@ccmail.orst.edu>.
April 16, 1997	Grants Workshop, Seattle
April 18, 1997	Grants Workshop, Portland
April 23-25, 1997	Re-engineering Healthcare Education, 1997 Computers in Healthcare Education Symposium, Philadelphia, PA. Contact Cindy Pitchon <pitchon@hslc.org>.
May 20-21, 1997	Fundamentals of MEDLARS Searching, Seattle, WA.*
May 21-28, 1997	Medical Library Association Annual Meeting, Seattle, WA.
October 14-17, 1997	Pacific Northwest Chapter/Medical Library Association Annual Meeting, Portland, OR
December 16-17, 1997	Fundamentals of MEDLARS Searching, Seattle, WA.*

*Taught by the NN/LM National Online Training Center staff. Send application to National Online Training Center, New York Academy of Medicine, 1216 Fifth Avenue, New York, NY 10029, 800-338-7657 (press 2), fax 212-534-7042. Do not send payment with registration. Visit the Center's home page: <http://www.nlm.nih.gov/mar/online/>

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National Network of Libraries of Medicine
Pacific Northwest Region
University of Washington
Box 357155
Seattle, Washington 98195-7155

Requests for Receiving the *Supplement*

Use this form if you would like to receive the *Supplement* but are **not** currently subscribed to HLIB-NW (the regional Internet discussion list sponsored by the NN/LM PNR).

- ☐ I would like to receive individual *Supplement* articles by e-mail and also receive e-mail notification when the *Supplement* articles are compiled on the Web at the end of each quarter.

My e-mail address is: _____

- ☐ I do not have e-mail or World Wide Web access and would like to receive a paper print-out of the quarterly Web compilation of the *Supplement*.

The address we will use for mailing is the one that appears on your mailing label on this page. Make any changes on the mailing label, cut out this page, fold the page so that the NN/LM address shows and mail it back to us.

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You may want to save this address
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For all other requests, send an e-mail message,
leave the subject line blank and type the message
in the body of the message. Send the message to:
listproc@u.washington.edu

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subscribe hlib-nw first-name last-name

To get help and a list of all commands:
help

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61-7320

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